

# Privacy Policy

This Privacy Policy outlines how KS Healthcare (M) Sdn Bhd (“we”, “our”, “us”) collects, uses, and protects your personal data in accordance with the **Personal Data Protection Act 2010 (PDPA)** of Malaysia.

By using our website, services, or interacting with us, you consent to the processing of your personal data as described in this policy.

---

## 1. Collection of Personal Data

We may collect personal data directly from you or from third parties in the course of your interaction with us, including but not limited to:

- Full name, NRIC/passport number
  - Contact information (email, phone number, address)
  - Medical history and health information (where applicable)
  - Payment and billing details
  - IP address and browser information (for website analytics)
- 

## 2. Purpose of Collecting Personal Data

Your personal data may be used for the following purposes:

- To provide you with medical, dental, physiotherapy or wellness-related services
- To respond to your enquiries and appointment bookings
- To process transactions and issue receipts
- For internal record-keeping and administrative purposes

- To comply with legal and regulatory requirements
  - To send you updates, promotions, and wellness-related content (only with your consent)
- 

### **3. Disclosure of Personal Data**

We will not disclose your personal data to third parties except:

- Where required by law or regulation
  - To healthcare professionals or service partners involved in your treatment
  - To third-party service providers (e.g., IT, billing, marketing) who assist us in operating our business, under strict confidentiality
- 

### **4. Protection of Personal Data**

We are committed to safeguarding your personal data. We implement appropriate technical and organisational measures to:

- Prevent unauthorized access, disclosure, or misuse
  - Ensure data accuracy and timely updates
  - Secure storage of physical and electronic records
- 

### **5. Retention of Personal Data**

We retain your personal data for as long as necessary to fulfill the purposes for which it was collected, and as required by applicable laws and regulations.

---

### **6. Your Rights Under the PDPA**

You have the right to:

- Access and request a copy of your personal data
- Correct or update your personal data
- Withdraw consent for data processing (subject to legal and contractual restrictions)

To exercise these rights, please contact us using the details provided below.

---

## 7. Cookies and Tracking Technologies

Our website may use cookies or similar technologies to enhance user experience and analyse site traffic. You may disable cookies through your browser settings.

---

## 8. Contact Us

If you have any questions about this Privacy Policy or wish to make a request regarding your personal data, please contact:

**KS Healthcare (M) Sdn Bhd**

No 5, Jalan Satu, Taman Chong Kwee, 31250 Tanjung Rambutan, Perak  
hello@kshealthcare.com.my  
+6012 222 8950

---

*Last updated: 15 July 2025*